INTERACTIVE HEALTH

Get-a-Way® CHAIR

RMS-14

Robotic Massage® Chair

USE & CARE MANUAL

INTERACTIVE HEALTH

www.interhealth.com

© Interactive Health®, 2003

Patents Pending and intellectual property rights enforced by our brilliant team of aggressive attorneys around the world, including Taiwan. No medical claims are warranted or implied by the use of this product.

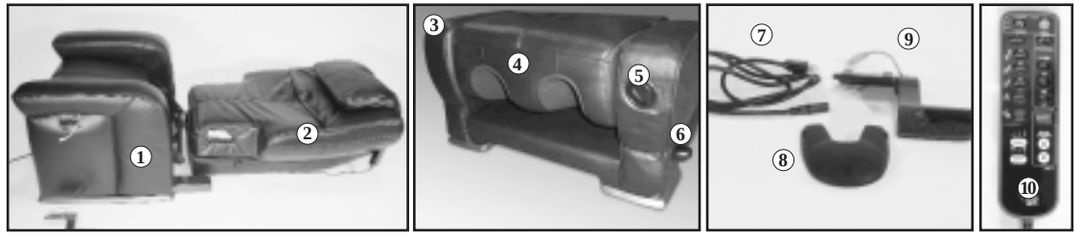
PLEASE VERIFY THE FOLLOWING IS INCLUDED IN THE 2 BOXES:

1. Seat of Chair
2. Backrest (with Headrest attached)
3. Ottoman
7. AC Power Cord (this will connect to your wall outlet) **DO NOT PLUG INTO WALL OUTLET UNTIL INSTRUCTED.**
8. Horseshoe Shaped Connector (Top with IH logo / Bottom Flat and Screw)
9. Recline / Calf / Foot Massage Controller (with one screw)

Registration Card

TOOLS REQUIRED: Phillips Screwdriver

RMS-14 PARTS



1. Seat
2. Backrest
3. Ottoman
4. Calf & Foot Massage Mechanism
5. Massage Release Lever
6. Ottoman Lever Handle
7. AC Power Cord
8. Horseshoe Shaped Connector
9. Recline / Calf / Foot Massage Controller
10. Remote Control

PLEASE READ: To achieve the maximum results from your RMS-14, carefully read this manual. For additional questions, please call our Customer Service Representatives at (800) 742-5493.

CAUTION: Only for household use. Please read and observe these safety instructions carefully to reduce the possibility of fire or injury.

- Those with the following conditions should consult their physician prior to using this massage chair:

a) Malignant tumor
b) Heart Disease
c) Pregnancy
d) Conditions requiring rest
e) Back Disease or back trouble from an injury or accident

- Do not use your massage chair in an excessively humid or dusty environment.
- Your massage chair should be operated at a room temperature of between 40° and 100° F.
- Make sure all operation switches are in the OFF position before connecting the power cord to an electrical outlet.
- Do not use attachments which are not recommended by the manufacturer.
- Turn the power switch on the back of the chair to the OFF position when not in use.
- If you detect a malfunction or any other abnormal condition in the operation of your chair, turn off the power immediately and disconnect the power cord from the outlet.
- If you feel severe discomfort during the operation of your massage chair, stop using the chair and consult your physician.
- Should you have a power failure, turn the power switch to the OFF position.
- You should not use the chair for more than 15 minutes at one time.
- If the chair has gotten wet or exposed to moisture, turn the chair off, unplug it from the wall socket and call Interactive Health® customer service.
- Keep your massage chair clean and away from humidity.

RMS-14

USE & CARE MANUAL

INTERACTIVE HEALTH

Thank you for choosing the RMS-14 Robotic Massage® chair from Interactive Health. We are confident you will find this product to be among the best available.

Interactive Health®
Partners in Your Well-Being

For over two decades, Interactive Health has been a leader in the field of massage products. We create state-of-the-art products that embrace the latest technology while applying the ancient healing art of massage. With today's fast-paced lifestyles, balancing your physical and mental needs requires the right mix of proper nutrition, exercise, and massage. Interactive Health® Massage Systems are vital components for achieving balance between physical and mental well-being.

To learn more about our company and our products, we invite you to visit us on the internet at: **www.interhealth.com.**

Contents:

Important Safety Instructions 4
Assembly Instructions 6
Description of RMS-14 Remote Control Functions 9
RMS-14 Massage Programs 10
RMS-14 Manual Massaging 14
Product Care & Storage 17
Warranty & Service 18
Specifications 19

Important Safety Instructions

Read all instructions before using the RMS-14.

WARNING: Do not put hands or fingers near the massage mechanism or rollers while the RMS-14 is running. Touching the mechanism can result in injury from the rollers squeezing together.

DANGER: To reduce the risk of electrical shock

Always unplug massager from the electrical outlet immediately after using and before cleaning.

Do not reach for an appliance that has fallen into water. Unplug immediately.

WARNING: To reduce the risk of burns, fire, electric shock or injury to persons

An appliance should never be left unattended when plugged in.

Unplug from outlet when not in use, and before putting on or taking off parts.

Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.

Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.

Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.

Always keep the power cord away from heated surfaces.

Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.

Never drop or insert any object into any opening.

Do not use outdoors.

Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

To disconnect, turn all controls to the OFF position, then remove plug from outlet.

Do not massage abdomen when pain is present or if you are pregnant.

Do not massage any area of the body that is swollen, inflamed or covered with skin eruptions. Do not use on unexplained calf pain.

Do not use massager when standing on a damp floor, or when any part of the body is in contact with plumbing or any similar ground.

Always connect massager to a properly grounded electrical outlet.

This unit is designed to operate on standard 120 Volt 60 Hz house current.

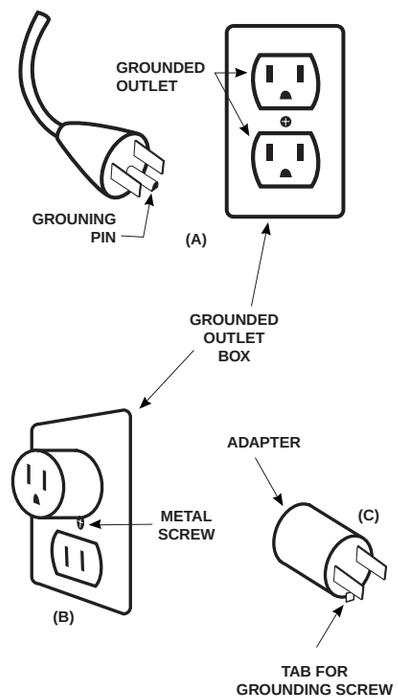
Do not use unit if noise above normal sound is heard.

The unit is designed for personal in-home use. Commercial use will void warranty.

SAVE THESE INSTRUCTIONS

For all grounded cord-connected products:

Grounding methods:



Grounding Instructions:

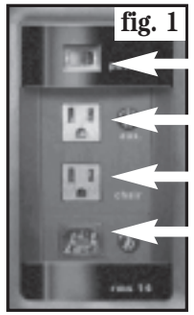
This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electrical current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING: Improper connection of the equipment-grounding conductor can result in a risk of electronic shock. Check with a qualified electrician or serviceman if you are in doubt as to whether this product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a normal 120-volt circuit and has a grounding plug that looks like the plug illustrated in sketch (A). A temporary adapter that looks like the adapter used in sketches (B) and (C) may be used to connect this plug to a 2-pole receptacle as shown in sketch (B), if a properly grounded plug is not available. The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician. The green colored rigid ear, tab or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.

WARNING: Your chair is equipped with a thermal resetting protection device. This is an added safety feature to protect you and your massage chair from overheating. If the chair should suddenly stop and will not start, turn the main power switch, located on the back of the chair, off and do not operate the chair for at least 30 minutes. Failure to turn the chair off may result in the chair starting unexpectedly when the device cools.

Assembly Instructions



Master Switch ON/OFF

1. External outlet (i.e. lamp) Max. Wattage: 60W
2. Plug from **Backrest**
3. Plug for **AC Cord** to an AC wall outlet

Fig 1. **Seat Power Outlets**

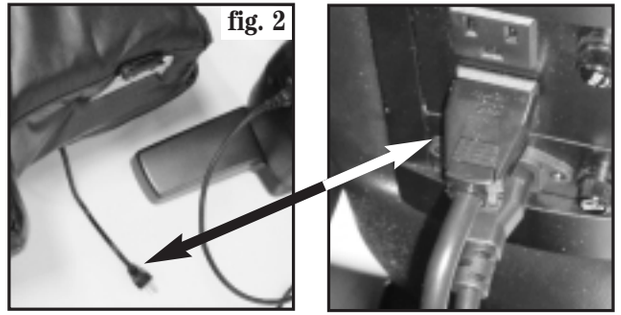
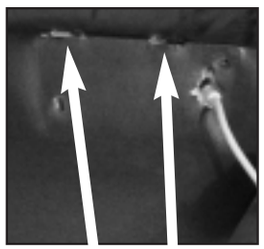


Fig 2. Plug cord from the **Backrest** into **Seat Power Outlet #2**. Plug **AC Cord** into **Seat Power Outlet #3**. **DO NOT PLUG AC CORD INTO WALL OUTLET** at this time.

Recline / Calf / Foot Massager Controller to Seat Assembly

Fig 3. Connect the cord from inside the **Seat** to the **Recline / Calf / Foot Massage Controller**, then gently put the cord back in the **Seat**.



Top two Mount Holes on **Seat**

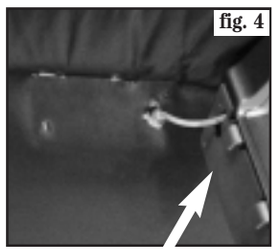


Fig 4. Secure the **Recline / Calf / Foot Massage Controller** on the side of the **Seat** by inserting the 2 clips on the top back of the **Recline / Calf / Foot Massage Controller** into the two mounting holes on the **Seat**.

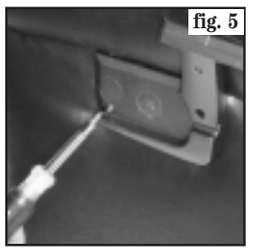
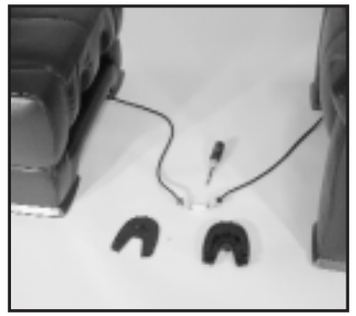


Fig 5. Screw the **Recline / Calf / Foot Massage Controller** to the **Seat**.

Ottoman connection to Seat via the Horseshoe Connector Assembly

Fig 6. Place **Ottoman** and **Seat** as shown. **Top Horseshoe Connector** has Interactive Health logo. **Bottom Horseshoe Connector** is flat with screw opening.



Connect the cord from the **Ottoman** and the cord from the **Seat** at the ends with the two white connectors. When they lock together, you will hear a click.

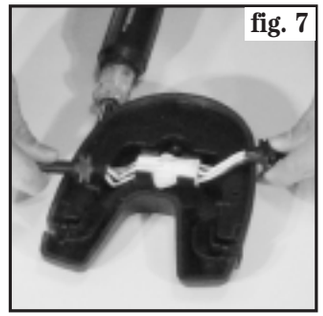
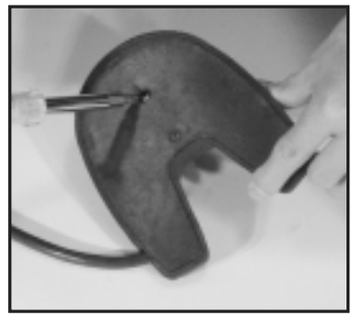


Fig 7. Place the connected cords into the **Top Horseshoe Shaped Connector** mounting.

Fig 8. Run the power cords through the **Top Horseshoe Shaped Connector.**



Screw the top and bottom **Horseshoe Shaped Connector** mounting together.

How to activate Massage

Fig 9. Plug the **AC cord** into a Grounded Wall Outlet. Turn the Master Switch ON.

How to Use the Calf & Foot Massage Mechanism

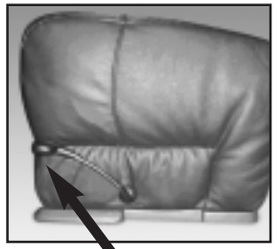


Fig 11. **Ottoman Lever Handle**. Push **down** this handle to slide the Calf & Foot Massage Mechanism **towards you / Seat**. Pull the handle up to slide the Calf & Foot Massage Mechanism **away from you / Seat**.

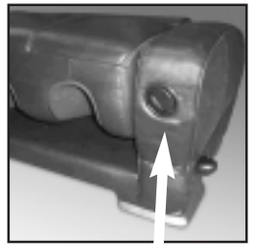


Fig 12. **Massage Release Lever**. Pull out this release lever to rotate the Calf & Foot Massage Mechanism. CAUTION: The Massage Mechanism does not rotate 360º.

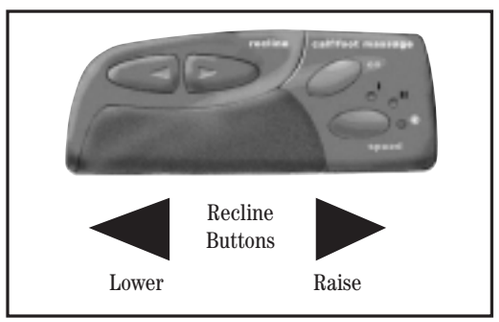
Fig 13. Press ON / OFF to activate Calf & Foot Massage. Press SPEED to adjust from LOW I, to HIGH II, to Program ⟲. Press ON / OFF to stop the Calf & Foot Massage.

Foot Massage Position

Calf Massage Position

Rotate the Calf & Foot Massage Mechanism to illustrated positions until you hear a click to set it in a locked position. (see Fig. 13)

How to use your Power Recline



Lower / Recline the **backrest** of the chair by pressing the **Recline Button** ◀ on the **Calf & Foot Massage Controller**. Raise / Incline the **backrest** of the chair by pressing the **Recline Button** ▶ on the **Calf & Foot Massage Controller**. A slight delay will happen when you go from Recline to Incline function.

Place the remote control on the magnetic holder when it is not being used.

Description of RMS-14 Remote Control

1. **SHOULDER POSITION**
   Adjust the length of the massage roller stroke, based on your body size.
2. **ON / OFF**
   To activate the massage chair or to turn off.
3. **MASSAGE**
   After turning the chair on, press the massage button to activate one of the functions below (knead, tapping, rolling, partial, or knead & tap).
4. **KNEAD**
   To activate the kneading function.
5. **TAPPING**
   To activate the tapping function.
6. **ROLLING**
   To activate the rolling function.
7. **PARTIAL**
   To activate a partial massage on a specific section of your back.
8. **KNEAD & TAP**
   To activate both kneading and tapping functions combined.
9. **SPEED**
   To adjust the speed of the massage.
10. **WIDTH**
    To adjust the width of the massage.
11. **PROGRAMS**
    After turning the chair on, press the programs button to activate one of the desired courses from A, B or C.
12. **UPPER COURSE (A)**
    A pre-programmed course on the upper section of your back.
13. **WHOLE COURSE (B)**
    A pre-programmed course on your whole back.
14. **LOWER COURSE (C)**
    A pre-programmed course on the lower section of your back.
15. **ADJUST UP**
    To adjust the massage roller up during a stationary massage function.
16. **ADJUST DOWN**
    To adjust the massage roller down during a stationary massage function.

RMS-14 Massage Programs

Check that the POWER switch is in the OFF position before commencing your massage.

Start the massage by performing the following 1, 2, 3 operation.

1. **PRESS THE ON/OFF START SWITCH.**

   The MASSAGE button and the Programs button will light up in **GREEN.**

2. **PRESS THE PROGRAMS BUTTON.**

   The Programs button will light up in **RED.**

   The Course buttons A B and C will light up in **GREEN.**

3. **SELECT THE PROGRAMS COURSE.**

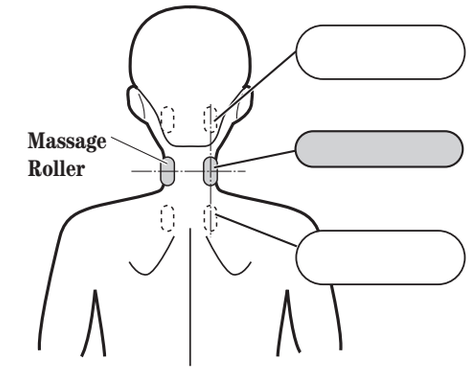
   Once selected, the Course button will light up in **RED**, and the massage will begin. If you wish, you may press the other Course buttons during the massage, and the Course will change to the newly selected one.

DESCRIPTION OF BUTTON LIGHTS AND FUNCTIONS

ON (GREEN)	These buttons are available to be selected while they are lit in green. Choose from one of the green buttons to select the desired function.
ON (RED)	Indicates that the button lit in red is the currently operating function.
OFF (NONE)	These buttons are not lit and their functions are not currently available.

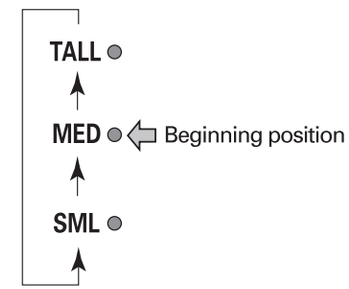
4. **ADJUST THE HEIGHT OF THE MASSAGE ROLLER.**

   While in motion, the massage roller will come to the top of its cycle before continuing down. Press the button to adjust the massage roller to an appropriate height. Each time the button is pressed, the massage roller position changes, and the corresponding light will illuminate.



The interval between each shoulder position is 2 ¾".

If the massage roller cannot be adjusted to the correct position by using the Shoulder Position button, use the Shoulder Position button to bring the roller as close as possible to the correct position, then shift your body's seating position until the uppermost travel of the massage roller is in the correct position.



TO STOP THE MASSAGE

Press the ON/OFF START switch. The POWER light on the remote control will flicker, and the massage roller will move to the uppermost position, and the massage will stop.

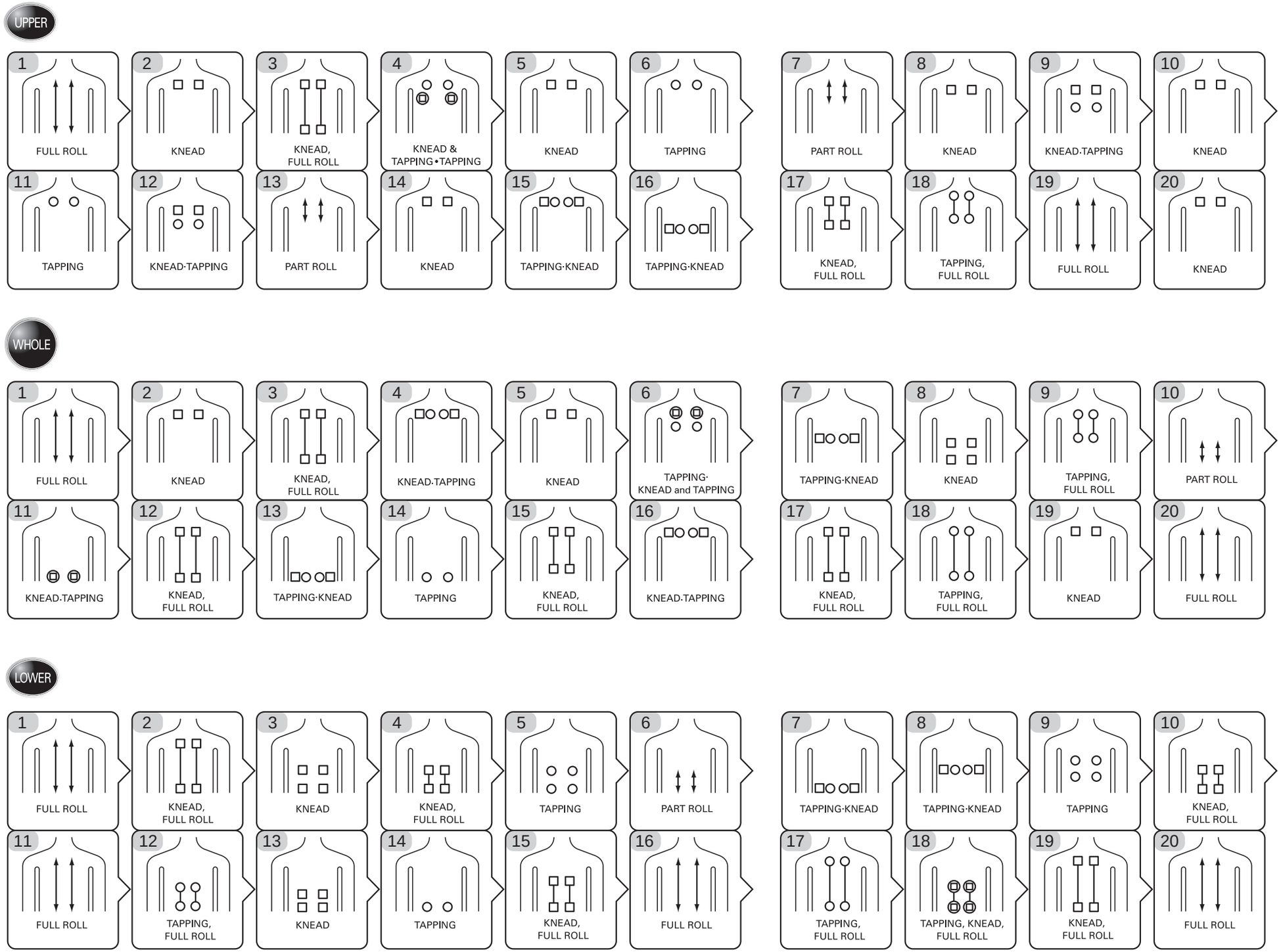
TO STOP THE MASSAGE TEMPORARILY

Press the currently selected Course button, and the massage will stop at its current position. Press the button once again to resume the massage.

Caution:

If any excessive force is applied to the massaging roller during use, it may automatically stop for safety reasons. If this occurs, all MANUAL buttons of the remote control will light in RED. To resume the massage, turn off the POWER switch temporarily and turn it on again after 3 seconds.

RMS-14 Massage Programs



Operation indication	Operation
	KNEAD & TAPPING
	KNEAD
	TAPPING
	TAPPING, KNEAD, FULL ROLL
	KNEAD, FULL ROLL
	TAPPING, FULL ROLL
	FULL ROLL
	PART ROLL

Check that the POWER switch is in the OFF position before commencing your massage.

Start the massage by performing the following 1, 2, 3 operation.

1. **PRESS THE ON/OFF START SWITCH.**

   The MASSAGE button and the Programs button will light up in **GREEN.**

2. **PRESS THE MASSAGE BUTTON.**

   The MASSAGE Programs button will light up in **RED.**

   The manual massage buttons KNEAD TAPPING ROLLING PARTIAL and KNEAD &TAP will light up in **GREEN.**

3. **SELECT THE DESIRED MASSAGE BUTTON.**

   Once selected, the selected massage button will light up in **RED**, and the massage will begin. If you wish, you may press the other Massage buttons during the massage, and the massage will change to the newly selected one.

DESCRIPTION OF BUTTON LIGHTS AND FUNCTIONS

ON (GREEN)	These buttons are available to be selected while they are lit in green. Choose from one of the green buttons to select the desired function.
ON (RED)	Indicates that the button lit in red is the currently operating function.
OFF (NONE)	These buttons are not lit and their functions are not currently available.

4. **ADJUST THE MASSAGE ROLLER.**

SPEED

Press the SPEED SPEED ADJUST button. The speed of the massage will change each time the button is pressed and the corresponding speed indicator light will illuminate.

WIDTH

Press the WIDTH WIDTH ADJUST button. The width of the massage will change each time the button is pressed and the corresponding width indicator light will illuminate.

UP/DOWN ADJUSTMENTS

Press the ▲ UP, or ▼ DOWN buttons to move the massage roller to the desired location. If held down, the massage roller will move up or down continuously in the corresponding direction.

The massage roller can be fixed at the lowest position, which may be desired when wanting to massage the lower back area exclusively. Continue pressing the ▼ DOWN button until the massage roller reaches its lowermost position. By holding the DOWN button for another 3 seconds, the roller position will be fixed there. Press ▲ to cancel.

TO STOP THE MASSAGE

Press the ON/OFF START switch. The POWER light on the remote control will blink, and the massage roller will move to the uppermost position, and the massage will stop.

TO STOP THE MASSAGE TEMPORARILY

Press the currently selected Massage button, and the massage will stop at its current position. Press the button once again to resume the massage.

RMS-14 Manual Massage

Type of massage	Kneading operation	Height adjustment	Speed adjustment	Width adjustment	Up/Down adjustment
KNEAD	Kneading operation.	—	○	—	○
TAPPING	Kneading by tapping operation.	—	○	○	○
ROLLING	Kneading of upper half of body by backbone stretching.	○	—	○	—
PARTIAL	Kneading by stretching operation of massaging ball within specific range.	—	—	○	○
KNEAD &TAP	Knead at the same time performing the tapping and kneading actions.	—	○	—	○
KNEAD + ROLLING	Kneading by backbone stretching of upper half of body, while executing kneading operation.	○	○	—	—
KNEAD + PARTIAL	Kneading by stretching operation,while executing partial stretching operation.	—	○	—	○
TAPPING + ROLLING	Kneading by backbone stretching of upper half of body, while executing tapping operation.	○	○	○	—
TAPPING + PARTIAL	Kneading by partial stretching operation, while executing partial tapping operation.	—	○	○	○
KNEAD &TAP + ROLLING	Kneading backbone stretching, while executing tapping and kneading operation.	○	○	—	—
KNEAD &TAP + PARTIAL	Kneading by partial stretching, while executing tapping and kneading operation.	—	○	—	○

○ Adjustable — Unadjustable

Product Care & Storage

To keep your product working and looking its best, please follow these simple care guidelines.

General Maintenance

1. Be sure to disconnect the power cord from the electrical outlet before cleaning.
2. Do not use benzene, thinner or any other solvents on your massage chair.
3. Remove dust on the backrest or armrest with a vacuum.
4. If the backrest or armrest become soiled, wipe with a damp cloth, then a dry cloth.
5. Common Leather cleaners may be used for tough stains.

   Please follow all manufacturer's instructions on cleaner packaging and pre-test any cleaner on a small inconspicuous area prior to use.
6. When cleaning the controller or around the power switch, use a dry cloth only. **Never use a damp cloth to clean the controller or power switch.**
7. It is suggested that you cover the chair when not in use for a long period of time.
8. The mechanics of this product are specially designed and constructed to be maintenance free. No periodic lubrication or servicing is required.
9. Foreign objects should not be inserted between the massage nodes or the unit housing.
10. When not in use for a long period of time, we recommend that the power cord be coiled and that the unit be placed in an environment free of dust and moisture.
11. Do not store near heat or open flame. Do not leave this product exposed to direct sunlight for long periods of time. This may cause fading or damage.

Limited Three (3) Year Warranty

It is Interactive Health's mission to design, develop, manufacture and sell innovative, high quality massage products that create a better and healthier way of life. We appreciate your commitment to our mission and our products and are pleased to let you know that the Interactive Health, Get-A-Way massage chair that you purchased comes with a limited three-year warranty. The warranty provides peace of mind that you are covered for mechanical or structural defects in workmanship within the coverage guidelines and limitations outlined below.

Coverage Guidelines:
The warranty begins on the original purchase date and consists of:

- Field Service (In-Home): Interactive Health will supply parts and schedule service with a third-party service provider to repair the chair at the purchaser's location.
- Factory Service (Labor): Interactive Health will supply packing materials, cover return shipping to Interactive Health, repair parts covered by this warranty and labor for repair work and return shipping to purchaser when repairs are completed.
- Parts Only (Parts): Interactive Health will supply repair parts that are covered by this warranty and return shipping to purchaser for repairs performed at the factory.
- Structural (Metal Frame): Interactive Health will supply packing materials and repair parts covered by this warranty and return shipping to purchaser for repairs performed at the factory.

Get-A-Way® Chair (EMS/RMS Models)	Field Service	Factory Service	Parts	Structural
New Products (Original Packaging Only)	1 year	1 year	3 years	3 years
Refurbished Products	NONE	1 year	1 year	3 years
Floor Demos (including "out of box")	NONE	60 days	6 months	6 months

In the unlikely event that your chair malfunctions or requires repair, please contact Interactive Health Customer Service at (800) 742-5493 or **cs@interhealth.com** between the hours of 9:00AM and 5:00PM PST for assistance.

All warranty service requires approval and authorization by Interactive Health. Products require a Return Merchandise Authorization Number (RMA) for any returns to the factory. For returns, the consumer is responsible for packing the product in the original box or in approved packaging that is available for sale from Interactive Health. Shipping and freight coverage under this warranty requires scheduling by Interactive Health and only includes "curb-side" pickup/delivery. Products received without a valid RMA number or one clearly marked on the box will be refused.

General Limitations:

- The warranty is only valid within the United States and Canada provided the product has been operated according to the instructions accompanying it and has not been misused or damaged in any way that is beyond the control of Interactive Health.
- All service covered by this warranty must be approved by Interactive Health and repairs performed by authorized technicians. Canadian In-Home Service is only available in major metropolitan areas.
- The warranty applies only to the massage chair; accessories or enhancements are not covered.
- Important exclusions apply to cosmetic items such as fabrics, woods, foams, padding, plastics covers, etc.
- Interactive Health is not responsible in any way for losses, damages, or inconvenience caused by equipment failure, nor is it responsible for any duties, taxes, or other fees associated with the import or export of products covered under this warranty program.
- For a complete listing of warranty coverage, exclusions, and limitations, visit **www.interhealth.com**.
- Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.
- Separate warranty terms apply to used/refurbished products including those received out-of-box. Proof of purchase (original receipt) is required for all warranty repairs.

EXTENDED WARRANTIES:

Interactive Health offers extended warranty programs of up to FIVE YEARS to enhance ownership of the Interactive Health Get-A-Way® chair! Extended warranty purchases are available within 90 days of purchase of Get-A-Way® Chairs from either the retailer or direct from Interactive Health's Customer Service Department.

*Specifications**

Model:	RMS – 14
Operating Voltage:	110/120 V
Power Consumption:	110 Watts
Program Timer:	Approx. 11–15 minutes
Reclining Angle:	Approx. 120–170 Degrees
Shut Off Timer:	15 minutes
Massage Roller stroke length:	23.6"
Calf and Foot Massage:	Ottoman
Kneading Rate:	20 pulses / minute 25 pulses / minute 30 pulses/ minute
Tapping Rate:	360 times / minute 480 times / minute 600 times / minute
Size:	(not reclined) 35"W x 36"D x 47"H (reclined) 35"W x 56"D x 23"H
Weight:	Chair: 195 lbs. Ottoman: 94 lbs.
Cover Fabric Material:	Leather / Leather Match
Included:	Recline / Calf / Foot Massage Controller Horseshoe Shaped Connector AC Power Cord

*Specifications are subject to change without prior notice.